GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4461
ANSWERED ON:19.12.2001
TELECOM FACILITY
MANSINH PATEL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government are aware of poor quality of essential services in the post, telegraph and telecommunication services in Gujarat;

(b) if so, whether the quality of these services needed to be improved; and

(c) the corrective steps taken in this direction?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) POSTAL SERVICES:

Postal Services in Gujarat Postal circle are generally satisfactory.However, there are occasional complaints which are attended to promptly. The latest survey of live mail reveals the following:

Mail Segment	Rural	Urban
	(percentage of mails delivered within norms)	
Unregistered Mails	96.5%	97.8%
Registered Mails	95.3%	98.1%
Money orders	87.8%	80.3%

TELEGRAPH SERVICES:

No, the quality of telegraph services in Gujarat is not poor. The quality of Telegraph Service measured as percentage of Telegrams delivered within 12 daylight hours has been 97.1% during the year 2000-2001.

TELECOMMUNICATIONS SERVICES:

Sir, the quality of telecommunications services in Gujarat is generally satisfactory.

(b) & (c): POSTAL SERVICES:

Improvement is an ongoing process and there is always a scope for improvement. The Department has taken the following steps to modernise and improve the postal services in the Circle:-

(i) 231 Multi Purpose Counter Machines have been installed in various post offices.

(ii) 4 Very Small Aperture Terminals (VSATs) are working. 7 new High Speed VSATs are proposed to be installed during the current year 2001-2002.

(iii) 52 Extended Satellite Money Order Stations are working and 6 more are proposed to be installed.

(iv) 126 Panchayat Sanchar Seva Kendras are working in the Circle.

TELEGRAPH SERVICES:

The improvement in the quality of service is an ongoing process and continous efforts are made to improve it.

TELECOMMUNICATIOS SERVICES:

Improvement of quality of telecommunication services is a continuous process. The following steps are taken in a phased manner for further improvement.

(i) Replacement of non life expired paper core cable by jelly filled cables.

(ii) Induction of 5 pair PIJF cable.

(iii) Opening of more and more internal DPs by laying 5 pair cable upto the subscriber premises.

(iv) Opening of more and more RLUs/RSUs for reducing the serving area of the exchangeand correspondingly reduction in cable length.

(v) Replacement of life expired telephone instrument.

(vi) Introduction of WLL.